

Technical Support Technical Bulletin

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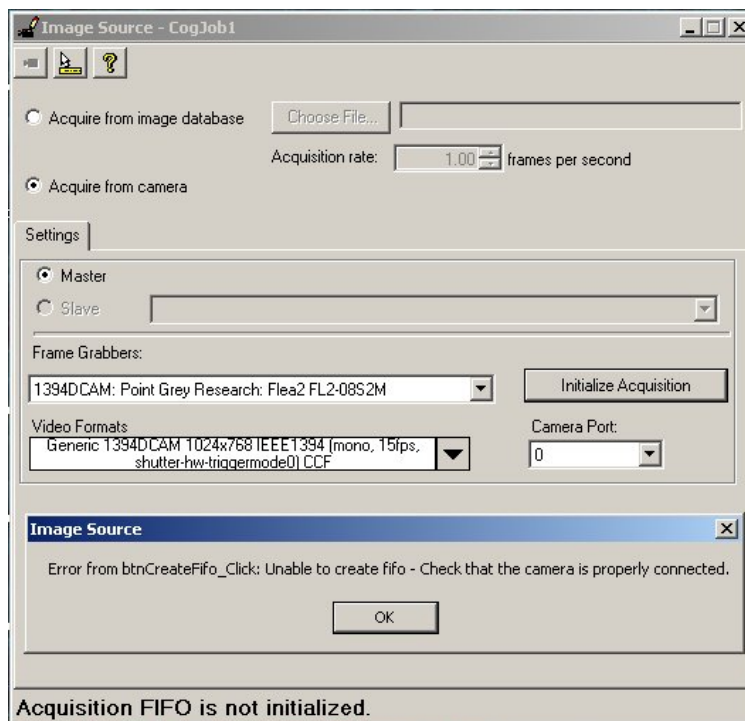
Product: VPRO **Rev:** All

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Title: Windows XP SP3 compatibility problem with IEEE 1394b adapters

PURPOSE

This technical bulletin describes an issue regarding Windows XP Service Pack 3 (SP3) and drivers for IEEE 1394b (Fire Wire) adapters. This problem affects Image Acquisition from all IEEE 1394a DCAM cameras connected via IEEE 1394b interface cards to PCs that run Windows XP SP3. Cognex Vision Software (CVL and Vision Pro) will fail to acquire images if the configuration above is used. See below the screen capture which demonstrates the problem syndrome in Quick Build:



This problem does not occur when using Windows XP Service Pack 1 (SP1) and does not occur when IEEE 1394a DCAM cameras are plugged into IEEE 1394a adapters.

TECHNICAL DETAILS

In Microsoft's Service Packs 3 (SP3) release for Windows XP operating system, IEEE 1394 devices (including IEEE 1394 DCAM compliant cameras) connected to the PC via **IEEE 1394b** host adapter cards will no longer operate at the right speeds. All IEEE 1394 devices on the bus will operate at 100Mbit/s

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speed instead of their maximum speed that is 400Mbit/s. The problem with SP3 is same as the problem with SP2 which is documented in the Microsoft Knowledge Base article [KB885222](#).

Note that this problem does not apply to IEEE 1394 devices connected via IEEE 1394a adapters. They will continue to work correctly after SP2 or SP3 is installed.

The error symptom seen will be that all image acquisition commands via the acquisition API in CVL and VisionPro using an IEEE 1394 DCAM will fail with an acquisition error. Attempting to prepare the acquisition software for acquisitions will fail. All acquisitions will return acquisition failures. No images can be acquired.

MOVING FORWARD

If you have Vision Pro 5.1 (or CVL 6.6) installed on your platform where Windows XP SP3 is used as OS, then the problem will not show up. If you have older versions of Vision Software, then Cognex recommends one of the following solutions if you are experiencing the problem:

- Use Cognex xpdcamfix.exe utility to fix the problem
- Uninstall Windows XP SP3 (or SP2) and revert back to Windows XP SP1
- Replace the IEEE 1394b adapter with an IEEE 1394a adapter